



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1749-MC-FFS

DATE: December 9, 2016

TO: Iowa Medicaid Home- and Community-Based (HCBS) Providers, Habilitation Providers, MCO Care Coordinators and Targeted Case Management

APPLIES TO: Managed Care (MCO) and Fee-for-Service (FFS)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Reminder of Upcoming Webinar on the Revised Critical Incident Report (CIR) Form 470-4698

EFFECTIVE: January 1, 2017

The following are key dates and information in preparation for the revised CIR implementation. Please refer to Informational Letter [1745-MC-FFS](#)¹ for additional information.

DECEMBER 13, 2016 - WEBINAR TRAINING

Register and plan to attend this webinar training. It is important that you are familiar with the revised CIR form and are prepared to complete it accurately and timely.

The IME HCBS Quality Assurance (QA) staff will provide training on the policy and reporting requirements. The revised Form 470-4698, will be introduced and changes along with specific instructions for completion will be provided.

IME HCBS QUALITY ASSURANCE (QA) WEBINAR

December 13, 2016

1:00 PM

[Register online](#)²

Following the above-noted training, recorded webinars will be posted on the DHS website and on the respective MCO websites. Each of the websites will provide instructions for CIR submission into their individual systems. These websites are listed as follows:

IME (FFS)

<http://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration>

¹ https://dhs.iowa.gov/sites/default/files/1745-MC-FFS_IowaMedicaidCriticalIncidentReportingRevisionTraining.pdf

² <https://attendee.gotowebinar.com/register/8423870231873838083>

Amerigroup Iowa, Inc.

<https://providers.amerigroup.com/IA/Pages/ia.aspx>

AmeriHealth Caritas Iowa, Inc.

www.amerihealthcaritasia.com

UnitedHealthcare Plan of the River Valley, Inc.

www.uhccommunityplan.com/health-professionals/ia/provider-training.html

JANUARY 1, 2017 - IMPLEMENTATION DATE

Use the revised CIR Form 470-4698 beginning January 1, 2017, to report any critical incident that occurred **on or after** January 1, 2017. This will include any critical incident that involves a member who receives a HCBS or Habilitation service regardless if the member is enrolled in FFS or in an MCO.

All MCO CIR systems will be available on January 1, 2017, to submit critical incidents occurring on or after January 1, 2017, for their members.

Please note: For FFS members only, the Iowa Medicaid Portal Access (IMPA) system will not be available for revised CIR submission until Tuesday, January 3, 2017.

For any FFS critical incident that **occurred and was discovered on January 1, 2017**, follow these steps:

- Fill out the revised CIR Form 470-4698 within 24 hours.
The revised fillable PDF form will be posted to the [DHS Forms web page](#)³ on January 1, 2017. Until January 1, 2017, the [current CIR](#)⁴ form will be available.
- Document the date that the revised CIR was completed in the member's casefile.
- On January 3, 2017, upload your completed CIR form and submit into the IMPA CIR system.
- Document the date that the revised CIR was uploaded into IMPA CIR for submission in the member's casefile.

PROVIDER INPUT

Following the training, and after you have the opportunity to listen to all of the webinars both FFS and MCO will welcome your questions and comments. The processes to submit questions and comments will be announced during the HCBS QA webinar on Tuesday, December 13, 2016.

QUESTIONS

For any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or by email at imeproviderservoces@dhs.state.ia.us.

³ <http://dhs.iowa.gov/ime/providers/forms>

⁴ <https://dhs.iowa.gov/sites/default/files/470-4698.pdf>